SUSHMA GELLI

+ 91 8639113234 • sushmaraasi@gmail.com • Chirala, Andhra Pradesh • LinkedIn • Portfolio

SKILLS

Microsoft Excel   Google Sheets   SQL   Statistics   Microsoft Power BI   Python   Pandas   Numpy   Data Manipulation   Data Visualization   Data Cleaning   Data Analytics   Attention to Detail   Data-Driven Insights   Verbal and Written Communication skills   Exploratory Data Analysis

PROJECTS

- **Instagram User Analytics:** Examined Instagram user engagement data using **SQL** and created visually appealing reports in **Google Sheets** for marketing and product decisions.
- **Operation & Metric Analysis:** Utilized **SQL** Workbench to analyze databases, **uncover insights**, and improve automation and workflows for cross-functional teams.
- **Hiring Process Analytics:** Conducted **in-depth hiring data analysis**, optimizing recruitment procedures using statistical techniques and **Excel** formulas.
- **IMDB Movie Analytics:** Investigated factors driving high IMDB ratings, performed **data cleaning** and analysis, and utilized the "Five 'Whys'" approach to identify causes.
- **Bank Loan Case Study:** Applied **EDA** to analyze risk in the financial industry, using **Jupyter Notebook** to uncover patterns and support informed lending decisions.
- **Impact of Car Features:** Reviewed car features and pricing data with **Microsoft Power BI**, Offering insights to optimize pricing and product development for a car manufacturer.

CERTIFICATIONS:

1. Microsoft Certified: Power BI Data Analyst Associate (Jan 2023)
2. PWC Switzerland Job Simulation on Forage *(Aug 2023)*
3. Data Analytics Course Completion Certificate | Coding Invaders *(Mar 2023 - Oct 2023)*

WORK EXPERIENCE

Software Engineer   Nov '20 - Mar '23

Cognizant Technology Solutions | Chennai

- Resolved over 100+ incidents within settled timeframes, achieved a **30%** reduction in incident creation
- Proposed the change request process, resulting in improved efficiency by decreasing **40%** of production incidents and streamlined operations
- Scrutinized logs in the **Database** and leveraged the Dynatrace tool to resolve 100+ incidents originating from ServiceNow.
- Collaborated with cross-commit teams during maintenance outages, reducing service disruptions by 30% and ensuring effective **communication**.
- Served On-Call Support and Provided **in-depth analysis,** resulting in a **20%** reduction in response time to critical issues and a **15%** increase in the efficiency of issue resolution processes.

EDUCATION

Bachelor of Technology-Electronics and Communication Engineering   Jun '16 - Sep '20

St.ann's College Of Engineering and Technology | Chirala, AP